



**T**he 2013 National SMP Training Program, held in Washington, D.C. in August focused on strengthening the brand



**SMP PROGRAM 2013:  
STRENGTHENING OUR BRAND**

of the national SMP program. We also learned of fraud trends and new program ideas. The opening session began with a welcome from Barbara Dieker, Director, Office of Elder Rights, Administration for Community Living (ACL) and continued with opening speaker Kathy Greenlee, Administrator of ACL and Assistant Secretary for Aging, U.S. Administration on Aging (AoA).

The following three days were filled with a variety of educational sessions, including discussions from representatives of the Office of Inspector General (OIG) regarding case studies and scams and the manner in which they are handled by the OIG's hotline. The trainings continued with a panel discussion of current fraud trends; volunteer management strategies; and an overview of the SMP program moving forward.

Other topics of interest were changes in CMS (Centers for Medicare & Medicaid Services); media/social media and how best to utilize this popular trend in relation to fraud prevention and awareness; and innovative program ideas and best practices shared by SMPs nationwide.

We were pleased to have as closing presenter, Peter Buhdetti, Director of the CMS Center for Program Integrity, having just returned from a family vacation the previous evening. Mr. Buhdetti informed us of changes the government has made to more effectively prevent and combat fraud.

The meeting ended with a recap of the week's events and sincere, heartfelt closing remarks from Barbara Dieker.

Each year, leaving these national meetings we are refreshed and invigorated with new ideas, and energized from the excitement of having seen and enjoyed time with our national SMP family. It is always encouraging to hear of each program's accomplishments and to gain valuable knowledge from our leaders.

Thank you for being a part of the Arkansas SMP program and for your help in *strengthening our brand* in the coming years!

*"ALWAYS REMEMBER TO have fun; think only 'good thoughts'; learn to laugh at yourself; and count your blessings."*

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## DMEPOS Competitive Bidding

The Durable Medical Equipment Prosthetics, Orthotics & Supplies (DMEPOS) competitive bidding program, is designed to diminish fraud by medical suppliers insistent on inappropriately selling medical supplies, such as oxygen tanks, wheelchairs, and hospital beds. In addition, the Medicare program has historically paid too much for medical equipment. This program changes the amount Medicare pays for certain durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) and makes changes to which suppliers Medicare will pay to supply these items to you. The program replaces the

prices Medicare is currently paying with lower, more accurate prices.

Under this program, Medicare uses bids submitted by suppliers to furnish certain medical equipment and supplies at a lower price than what Medicare now pays for these items. Under competitive bidding, the Medicare program has saved an estimated \$400 million since 2011.

Medicare Rights Center President Joe Baker called the competitive bidding program “a triple win: better costs for beneficiaries, better prices for Medicare and a better deal for American taxpayers.”

This program helps you and Medicare save money, while ensuring you have access to quality medical equipment, supplies, and services

from suppliers you can trust. Qualified, accredited suppliers with winning bids are chosen as Medicare contract suppliers.

This program is active in the Little Rock, North Little Rock, and Conway areas. For a supplier directory in your area, go to:

<http://www.medicare.gov/supplierdirectory/search.html>.

For more information on the DMEPOS competitive bidding process, please go to:

<http://www.cms.gov/Medicare/Medicare-Fee-for-Service-Payment/DMEPOSCompetitiveBid/index.html>

Medicare Rights Center  
July 11, 2013

### Do I have to get my diabetic supplies by Mail Order for Medicare to cover them?

Beginning on July 1, 2013, Medicare beneficiaries who have their diabetic testing supplies delivered must get their supplies from a contract supplier in order for Medicare to help pay.

Medicare will help pay for your supplies if you use a mail-order contract supplier or go to your local pharmacy. "Mail-order" means

items shipped or delivered to the beneficiary's residence by any method.

**IMPORTANT:** If you choose to buy your diabetic testing supplies through mail-order, you must use a mail-order Medicare contract supplier in order for Medicare to help pay for the items.

**Get more of your questions answered at:** [www.medicare.gov/supplierdirectory/staticpages/resources/compbid-supplies.html](http://www.medicare.gov/supplierdirectory/staticpages/resources/compbid-supplies.html)



To sign up to receive consumer alerts by email from your Attorney General, please log on to:

[gotyourbackarkansas.org/alerts/sign-up-for-alerts/](http://gotyourbackarkansas.org/alerts/sign-up-for-alerts/)

### TIP!

Recognize email scams by checking for MISPELLINGS!

*Example: Walmart*

If anything is misspelled in the email or correspondence you receive in the mail ...**that usually spells SCAM!**



## MEDICAID FRAUD—

### SPEECH THERAPIST CONVICTED OF MEDICAID FRAUD

Office of Arkansas Attorney General—July 16, 2013

**LITTLE ROCK** – Attorney General Dustin McDaniel announced today that a Bradley County woman has been convicted of Medicaid fraud for improperly billing the Arkansas Medicaid Program for services she did not perform.

Karen Carraway, 61, of Warren pleaded no contest to one count of Medicaid fraud, a Class B felony, in Pulaski County Circuit Court on Monday. Judge Wendell Griffen sentenced Carraway to three years' probation and ordered her to pay an \$18,000 fine and \$6,000 restitution to the state Medicaid Program.

"Individuals who defraud Medicaid are taking money from the hands of taxpayers and from the vital healthcare services that beneficiaries receive from the Medicaid program," McDaniel said. "I am grateful for the efforts of investigators and attorneys from my office to secure this conviction."

Carraway, a licensed speech language therapist, provided speech therapy services to eligible Medicaid beneficiaries under age 21. A parent of two of Carraway's clients notified the Attorney General's Office last year that she believed Carraway was continuing to bill Medicaid for speech therapy services to her children, although Carraway had ceased providing those services months earlier.

Investigators from the Attorney General's Office determined that Carraway made multiple false claims to Medicaid from January 2010 through October 2011. Those included 15 false claims at times when Carraway was hospitalized.

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### SETTLEMENT REACHED WITH PHARMACEUTICAL COMPANY

Office of Arkansas Attorney General—July 30, 2013

**LITTLE ROCK** – Attorney General Dustin McDaniel announced today that Arkansas, other states and the federal government have reached a settlement with Wyeth Pharmaceuticals Inc. over claims that the drug manufacturer promoted the sale of the drug Rapamune for purposes not approved by the FDA. "The taxpayers of Arkansas and Medicaid beneficiaries are harmed when pharmaceutical companies put profits over people," McDaniel said. "With this settlement, money is restored to Medicaid, and the drug company is held accountable for its actions." Arkansas's Medicaid program will receive a total of \$166,713.92 as a result of the settlement.

The states and federal government alleged that Wyeth knowingly promoted the sale and use of the drug for organ transplant patients other than those receiving transplanted kidneys. Also the drug was said to have been promoted in treatment regimens with patients who used another immunosuppressant drug before using Rapamune and who did not receive Rapamune at or around the time of a kidney transplant.

Wyeth agreed to pay the states and federal government a total of \$491 million, with \$60 million allocated for state Medicaid programs. Approximately \$197 million will be allocated for other federal health care programs. Wyeth was assessed \$233.6 million in criminal fines and forfeitures.

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**THREE ARRESTED FOR ALLEGED MEDICAID FRAUD** —Attorney General Dustin McDaniel announced that a Medicaid beneficiary and two of his associates were arrested for allegedly conspiring to defraud the Arkansas Medicaid program of nearly \$17,000. The alleged fraud took place from 2009 to 2013. Each of the individuals were arrested on one count of felony Medicaid fraud. The scheme involved a beneficiary identifying two individuals as personal attendants then billing for services they did not perform. In several instances the beneficiary fraudulently filed time sheets and then took the payments directly. The beneficiary also prepared false time sheets for the attendant then used the name and identification of the individual supposedly performing the services and then billing Medicaid. "Medicaid dollars are intended to meet the healthcare needs of beneficiaries who need assistance, not be used in an underhanded scheme to steal taxpayer money," McDaniel said.

Source: *Petit Jean Country Headlight*,  
Wednesday, September 18, 2013

# Be aware of the following **SCAM(s)**:

**MEDICAL ALERT EQUIPMENT AND MONITORING SERVICES SCAM** – These are pre-recorded, illegitimate and illegal sales calls to senior citizens in an attempt to obtain money and personal financial information, using high-pressure sales tactics and false warnings about their need for these services.

The scammers appear to be using a number with a 501 area code to make these ‘robocalls’.

The messages typically attempt to mislead a consumer into believing he or she must make upgrades to their existing equipment, or the consumers are pressured to alter their service agreements, usually at a cost. The callers may promise free monitoring equipment or say that equipment was already shipped. The scammers later follow up with phone calls trying to force consumers to provide credit card information.

If you receive one of these calls, please HANG UP the phone immediately!

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**PUBLISHER’S CLEARINGHOUSE SCAM**—Ninety percent of these calls originate from Jamaica! They buy lead lists from various sources. The essence of the scam is that they receive a card stating they have won a prize and owe a tax or fee to retrieve the prize, and they must use a prepaid card to make the payment (usually green dot card). Of course, when the card is used to make a payment they lose that money and there is no big prize. These cards are non-traceable.

If you realize EARLY (within 24 hours) that you have been taken by this scam, the AG’s offices suggests you first call the green dot company and request that a freeze be put on the funds, should there be any left on the card.

## **IF SCAMMED:**

If you get a phone number, report it to the Attorney General’s (AG’s) office—they are working with a committee for the aging and the Jamaican government as well as the FTC (if they can get an affective database of numbers to send to the FTC) on a phone system that will black list these numbers that are used in this scam on a federal level.

## **AVOID BEING SCAMMED!**

**Hang up on unsolicited offers:** Don't even ask for information from cold callers. It may lead to intimidation and high pressure sales tactics!

**Flee from claims that the device, equipment or service is *FREE*:** A scammer might assert that a product won't cost you because you have Medicare or Medicaid. Medicare typically won't pay for this equipment, but in rare cases when they do, a doctor's prescription is required!

**Reject robocalls:** They're illegal unless you have contacted the company. Assume that any unsolicited prerecorded sales call is the work of scammers.

**Don't respond to offers to "opt out" of future calls:** That alerts callers to a working number.

**Don't pay for anything you didn't order!** Refuse the package and give back to the post office unopened.

## **REPORT ALL SCAMS**

**TO THE**

**ARKANSAS SMP**

**(Senior Medicare Patrol)**

**1-866-726-2916**

## ***DID YOU KNOW?***

Financial scams targeting seniors have become so prevalent that they’re now considered “the crime of the 21st century.” **Why?** Because seniors are thought to have a significant amount of money sitting in their accounts; and scams targeting seniors often go unreported.

**Prevent**

**Detect**

**Report**



# Medicare Fraud, Waste & Abuse

**Fraud** is giving false information on purpose.

**Waste & Abuse** is when health care providers or suppliers do not follow good medical practices, which results in medical care that does not help patients.

## Fraud Examples

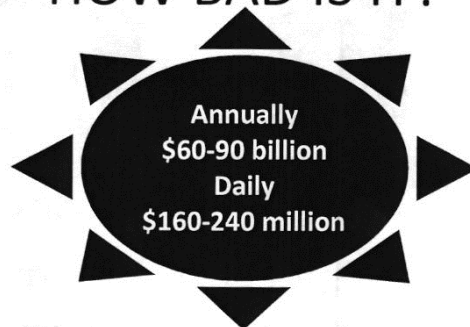
- Billing for medical care or equipment never received
- Unauthorized use of Medicare card



Check your **Medicare Summary Notice** quarterly to detect and report potential fraud and abuse. Sign up for [www.mymedicare.gov](http://www.mymedicare.gov) to check claims regularly. The **Arkansas Senior Medicare Patrol (SMP)** can help with suspected Medicare fraud, **1-866-726-2916**.



## HOW BAD IS IT?



[www.facebook.com/arsmp](http://www.facebook.com/arsmp)

**QUESTION:** WHAT IS THE TOTAL NUMBER OF MEDICARE BENEFICIARIES IN ARKANSAS?

**ANSWER:** latest number—552,375—Source: Kaiser Family Foundation analysis—March 2011

## THE CIRCLE OF LIFE...



## SOMETHING YOU SHOULD KNOW...

You have **120 days** to file an **APPEAL** after you receive a Medicare Summary Notice (MSN) that shows a claim was denied (not paid by Medicare), and you feel it should have been paid. There are instructions in your MSN on how to appeal. Please keep a copy of all records.



## DATES TO REMEMBER!

**OCTOBER 15—DECEMBER 7, 2013**

**Medicare's Open Enrollment** is from October 15—December 7. This is the time for you to take a closer look at your insurance and review your health and prescription drug coverage options.

The 2014 plans are now available to review and compare on the PLAN FINDER at <https://www.medicare.gov/find-a-plan/questions/home.aspx>.

A personalized search will provide you with more accurate cost estimates and coverage information. It requires your zip code and complete Medicare information. If you would like assistance with the Plan Finder, contact your local **SHIP office at 1-800-224-6330**.

## FRAUD TIPS!

**NEVER** give your Medicare number to someone over the phone unless you initiated the call.

If Medicare, Social Security, or even a health plan calls you, they will typically only ask for the last 4 digits of your number and your date of birth to verify they are speaking to the right beneficiary before discussing any personal information.

If a caller asks you for personal information, ask these questions:

- Why do you need that number?
- What are you going to do with the number?
- What is your name?
- What is the name of your company?

**OR....JUST HANG UP!**

**DO I NEED TO DO ANYTHING  
WITH THE MARKETPLACE  
DURING MEDICARE'S  
OPEN ENROLLMENT PERIOD  
OCTOBER 15 – DECEMBER 7?**

**Medicare's Open Enrollment is not part of the new Health Insurance Marketplace.** It's against the law for someone who knows that you have Medicare to sell you a Marketplace plan.

Medicare Open Enrollment (October 15 – December 7, 2013) is the time when all people with Medicare are encouraged to review their current health and prescription drug coverage, including any changes in costs, coverage and benefits that will take effect next year. If you want to change your

coverage for next year, this is the time to do it. If you're satisfied that your current coverage will continue to meet your needs for next year, you don't need to do anything. For more information on Medicare Open Enrollment, visit **Medicare.gov** or call Medicare at 1-800-MEDICARE (1-800-633-4227).

**NOTE:** The Health Insurance Marketplace Open Enrollment period (October 1, 2013 to March 31, 2014) overlaps with the Medicare Open Enrollment period (October 15 – December 7, 2013). Therefore, people with Medicare who are looking to make Medicare coverage changes should make sure that they are reviewing **Medicare plans and not Marketplace options.**

**PLEASE NOTE!** If you are a Medicare beneficiary you **DO NOT** need to buy insurance in the new Health Insurance Marketplace!

In fact, it is against the law for someone to sell a Marketplace plan to a Medicare beneficiary.

Medicare beneficiaries should not be using the Marketplace to find coverage options.

The Marketplace does not affect Medicare. Medicare benefits are not changing.

**IF YOU SUSPECT FRAUD** surrounding the new Health Insurance Marketplace, please call the Health Insurance Marketplace **CONSUMER CALL CENTER** at 1-800-318-2596.

<http://www.aarp.org/work/social-security/social-security-question-and-answer-tool/>

**Social Security Q&A Tool**

Get all the answers you're looking for on Social Security

The AARP Social Security Q&A Tool is an easy-to-use tool that provides answers to your most frequently-asked questions about Social Security retirement benefits.

Over the years, AARP experts have answered more than eleven thousand Social Security-related questions, and have included the best

and most relevant in this tool. Simply enter a term related to your question, and you'll see results for that topic and choose from the list that appears.

The more questions submitted to Social Security Q&A Tool, the more information that will be gathered to adjust the tool to better predict and answer your questions in the future. The tool is an exclusive resource for registered users of **AARP.org** and will be updated regularly with new content.

**SAMPLE QUESTION:** I will be 65 this year. When should I apply for Medicare?

Click here to [read the answer](#) or log on to: [www.aarp.org/work/social-security/question-and-answer/65-this-year-When-should-I-apply-Medicare.html](http://www.aarp.org/work/social-security/question-and-answer/65-this-year-When-should-I-apply-Medicare.html)

**FRAUD TIP!**

**Do not carry your Medicare card in your wallet!** Keep your personal information out of the hands of fraudsters!

You should always take your Medicare card with you to the doctor or hospital, but do not keep it in your wallet!



**LOOK** A new billboard advertisement in El Dorado, produced by our partner organization—**EL DORADO CONNECTIONS RSVP!**



# A CALL TO VOLUNTEERS!

TOGETHER WE CAN  
*Empower Seniors to Prevent Healthcare Fraud!*

In 2012, Arkansas SMP staff and volunteers distributed information to 3,479 individuals at 16 community events and conducted 141 group education sessions reaching 5,246 people with the SMP message. These numbers may seem big, but Arkansas has approximately 550,000 Medicare beneficiaries so we need your help in reaching additional Medicare beneficiaries by joining our group of dedicated volunteers.

We offer an intensive six-hour training which includes information on the parts of Medicare, information on how to identify fraud, errors, and abuse, and an explanation of the roles of the Arkansas SMP volunteers. For additional information on these trainings, please call 1-866-726-2916.

For a volunteer application, please contact David Wray at 866-726-2916.



## Will the SSN finally be taken off the Medicare number?

Identity theft ranks number one on the FTC's list of complaints!

Nearly 50 million Medicare beneficiaries faithfully carry their Medicare cards, which prominently display the Social Security number (SSN) as the health care identifier. That is no secret for consumers or fraudsters.

When a Social Security number is involved in a data breach, a person is five times more likely to become a victim of fraud.

For years, advocates, congressional leaders, and government entities have been encouraging the Medicare program to move away from using the SSN as the Medicare number.

In August 2012, the Centers for Medicare & Medicaid Services (CMS) testified that it would cost more than \$800 million and up to four years to remove the SSN from the Medicare card; however, CMS has reassessed the cost, following guidelines provided by the Government Accountability Office (GAO), and new estimates have more than halved the cost to remove Social Security numbers from Medicare numbers.

For the third time, Congress is taking on the Medicare number issue. This year the Social Security Number Protection Act+ was reintroduced. This Act would eliminate the unnecessary collection, use, and display of Social Security numbers of Medicare beneficiaries on Medicare identification cards and communications.

Stay tuned for results!



## MEET OUR NEWEST TEAM MEMBER!

We would like to introduce you to our newest SMP team member, **DAVID WRAY**! David is the Arkansas SMP Program and Volunteer Coordinator as of September 30, and we are thrilled to have him!

David will be the voice you hear when calling the SMP Helpline, and he will assist you with your Medicare/healthcare billing issues and any suspicious fraud and abuse cases. Another aspect of his job will be volunteer recruitment, training and coordination.

David currently lives in Little Rock, but one of the places in Arkansas he loves to visit is Eureka Springs. His hobbies include spending time with his friends and family. He has one brother in Little Rock and his parents reside in Benton. His greatest passion is eating—his favorite food being ‘anything Mom cooks,’ and when asked what his second career choice would be, he responded ‘food critic!’

David has real compassion for the seniors of our state and will be a huge asset to our program. Please join me as we welcome him to our Arkansas SMP family!



# SMP VOLUNTEER(S) IN ACTION



**Carolyn Pollett**, SMP Volunteer, worked tirelessly filling bags with SMP materials to distribute to seniors at numerous speaking engagements during the month of September!



Delta Center on Aging volunteers host an SMP exhibit booth at the SENIORADULTS DAY celebration in Crittenden County.

## *Why we love our **senior** volunteers!*

A new study from a German research company, the Max Planck Institute for Human Development in Berlin, finds that workers age 65-plus are cognitively more consistent, reliable and productive than workers much younger.



**Sharyn Ahlstrom**, SMP Volunteer with the South Arkansas Center on Aging, staffs an SMP exhibit booth at the Pathways to Wellness health fair in Camden on July 12.



Delta Center on Aging showing off their new SMP fraud prevention banner at the Blues Festival in Helena on August 30.



“LIKE” US ON **FACEBOOK!**

[www.facebook.com/ARSMP](http://www.facebook.com/ARSMP)

View pictures, latest fraud in the news, videos, etc.!

**NeedyMeds** is an online information resource of programs that provide assistance to people who are unable to afford their medications and health care costs. NeedyMeds **does not** provide medicine, supplies or financial assistance.



NeedyMeds.org offers up-to-date applications and information so that you can apply directly to drug manufacturers and other organizations that provide assistance. The application process is strictly between you and the manufacturer

Log on to:

<http://www.needymeds.org/indices/newuser.htm>



## DON'T BE A VICTIM OF MEDICARE FRAUD!

Millions of dollars are stolen from seniors every year. Recognize and report instances or patterns of health care fraud, errors and abuse. **It's YOUR money!**

Be proactive by following three simple steps:

- **PROTECT** your personal information
- **DETECT** errors and fraud by reading your Medicare Summary Notice (MSN)
- **REPORT** any suspicious billing on your MSN and/or any suspicious activity to the Arkansas SMP

For questions regarding your MSN or to volunteer,  
**CALL 1-866-726-2916**

 **DIVISION OF AGING & ADULT SERVICES**  
Arkansas Senior Medicare Patrol  
[www.daas.ar.gov/asmp.html](http://www.daas.ar.gov/asmp.html)

**Arkansas SMP**  
Empowering Seniors To Prevent Healthcare Fraud

### ***The 'WHO', 'WHAT' and 'HOW' of the SMP Program***

**Who** do SMPs serve?  
Medicare beneficiaries, their families, and caregivers.

**What** is the SMP purpose?  
To empower and assist those we serve to prevent, detect, and report health care fraud, error and abuse.

**How** do SMPs serve?  
Conduct outreach, counseling, and education.

SMP projects recruit and train volunteers to educate Medicare beneficiaries about how to protect their Medicare numbers, examine their Medicare Summary Notices to detect discrepancies, and report any suspicious activity.

The SMP program seeks to empower Medicare beneficiaries by increasing their awareness and understanding of health care programs to protect them from the economic and health-related consequences associated with Medicare fraud, error, and abuse.

**YOU Can Help Fight Medicare Fraud!**  
**Join the Arkansas SMP!**

**FOR VOLUNTEER OPPORTUNITIES CALL**  
**—1-866-726-2916—**

*Review your Medicare Summary Notice (MSN) to be sure you have, in fact, received the services for which Medicare was billed.*

Call **1-866-726-2916** to receive your copy of the quarterly **SMP Newsletter** in the mail or via email!

**WARNING!**  
The Marketplace is not “creditable” coverage. Late enrollment penalties will apply for Medicare.

# Protect Yourself from Fraud in the Health Insurance Marketplace

**Y**our best protection against fraud is being informed!

Starting October 1, 2013, you can apply for health insurance through the Health Insurance Marketplace, on **HealthCare.gov**. Here are a few things to help you protect yourself while getting you the coverage you need.

## Be informed.

Visit **HealthCare.gov**, the official Marketplace website, to learn the basics.

Compare insurance plans carefully before making your decision. Look for official government seals, logos, and navigator and assister certifications.

Know the Marketplace Open Enrollment dates — October 1, 2013 through March 31, 2014. No one can enroll you in a health plan in the Marketplace until Open Enrollment begins or after it ends unless you have **special circumstances**.

Know that Navigators and certified application counselors should not ask you for money to enroll in a health plan in the Marketplace. Consumers should be suspicious of anyone who charges them a fee in connection with enrollment.

Know that if you have Medicare, it's against the law for someone to sell you a Marketplace plan.

## Protect your personal information.

No one should ask for your personal health information.

Keep personal and account numbers private. Don't give your Social Security number or credit card or banking information to companies you didn't contact or in response to unsolicited advertisements. **Note:** If you get help from a Marketplace assister, they may need certain personal information like your Social Security number to help you enroll.

Never give your personal information to someone who calls or comes to your home without your permission, even if they say they are from the Marketplace.

## Ask questions and verify the answers you get.

The Marketplace has trained assisters in every state to help you at no cost. Visit **HealthCare.gov** or call **1-800-318-2596** to find local help in your area. TTY users should call **1-855-889-4325**.

Ask questions if any information is unclear or confusing.

Write down and keep a record of a salesperson's name or anyone who may assist you, who he or she works for, phone number, street address, mailing address, email address, and website.

Don't sign anything you don't fully understand.

## Report Anything Suspicious.

If you suspect fraud, report it! Call the Health Insurance Marketplace consumer call center at **1-800-318-2596**. TTY users should call **1-855-889-4325**. Or contact local, state, or federal law enforcement agencies or your state department of insurance.

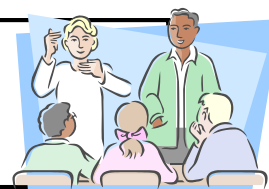
If you suspect identity theft, or feel like you gave your personal information to someone you shouldn't have, call your local police department and the Federal Trade Commission's ID Theft Hotline at **1-877-438-4338**. TTY users should call **1-866-653-4261**. Visit **ftc.gov/idtheft** to learn more about identity theft.

Source: <http://marketplace.cms.gov/getofficialresources/publications-and-articles/protect-yourself-from-fraud-in-health-insurance-marketplace.pdf>



**HealthCare.gov, the official Marketplace website!**

IF YOU KNOW OF A HEARING-IMPAIRED AUDIENCE THAT WOULD BENEFIT FROM RECEIVING THE MESSAGE OF HEALTHCARE FRAUD PREVENTION, PLEASE CALL THE ARKANSAS SMP — **1-866-726-2916**.



## IMPORTANT PHONE NUMBERS:

<b>AANHRR</b> —AR Advocates for Nursing Home Residents	<b>501-450-9619</b>
<b>AFMC</b> —AR Foundation for Medical Care	<b>1-888-354-9100</b>
<b>Area Agency on Aging</b>	<b>1-800-986-3505</b>
<b>Arkansas Attorney General</b> Consumer Protection Division	<b>1-800-482-8982</b>
<b>APS</b> —Adult Protective Services (DHS)	<b>1-800-482-8049</b>
<b>AR-GetCare</b> —(Directory of Community-Based Services)	<b>1-866-801-3435</b>
<b>Arkansas Rehabilitation Services</b>	<b>1-800-981-4463</b>
<b>AR SMP</b> (Healthcare Fraud Complaints)	<b>1-866-726-2916</b>
<b>Better Business Bureau (BBB)</b>	<b>501-664-7274</b>
<b>CMS</b> —(Medicare)— (Centers for Medicare and Medicaid Services) (1-800MEDICARE)	<b>1-800-633-4227</b>
<b>Community Health Centers of AR</b>	<b>1-877-666-2422</b>
<b>Coordination of Benefits</b>	<b>1-800-999-1118</b>
<b>DHS</b> (Customer Assistance Unit)	<b>1-800-482-8988</b>
<b>Do Not Call Registry</b>	<b>1-888-382-1222</b>
<b>Elder Care Locator</b>	<b>1-800-677-1116</b>
<b>Federal Trade Commission</b> Report STOLEN IDENTITY	<b>1-800-438-4338</b>
<b>ICan</b> —Increasing Capabilities Access Network	<b>501-666-8868</b>
<b>Medicaid</b> —(Claims Unit)	<b>1-800-482-5431</b>
<b>Medicaid Fraud Control Unit</b>	<b>1-866-810-0016</b>
<b>MEDICARE</b> (CMS 1-800-MEDICARE)	<b>1-800-633-4227</b>
<b>Medicare Part D</b>	<b>1-877-772-3379</b>
<b>Medicare Rights Center</b>	<b>1-800-333-4114</b>
<b>National Consumer Technical Resource Center</b>	<b>1-877-808-2468</b>
<b>National Medicare Fraud Hotline</b> (1-800-HHS-TIPS) Office of Inspector General	<b>1-800-447-8477</b>
<b>OLTC</b> —Office of Long Term Care	<b>1-800-LTC-4887</b>
<b>OLTC</b> —Abuse Complaint Section	<b>501-682-8430</b>
<b>Ombudsman</b> —Statewide Office of Long Term Care	<b>501-682-8952</b>
<b>Resource Center (ADRC)</b> (DHS'S Choices in Living Resource Center)	<b>1-866-801-3435</b>
<b>Senior Circle</b> (Northwest Health System)	<b>1-800-211-4148</b>
<b>SHIP</b> (Senior Health Insurance Information Program)	<b>1-800-224-6330</b>
<b>SMP Locator</b> —(locate an SMP outside AR)	<b>1-877-808-2468</b>
<b>SSA</b> (Social Security Administration) Little Rock Office	<b>1-800-772-1213</b> <b>1-866-593-0933</b>
<b>SSA Fraud Hotline</b>	<b>1-800-269-0271</b>
<b>South Central Center on Aging</b>	<b>1-866-895-2795</b>
<b>Tri-County Rural Health Network</b>	<b>1-870-338-8900</b>
<b>UALR Senior Justice Center</b>	<b>501-683-7153</b>
<b>UofA Cooperative Extension Service</b>	<b>501-671-2000</b>

## HELPFUL WEBSITES:

**ADRC**—AR Aging & Disability Resource Center (DHS)—  
[www.choicesinliving.ar.gov/](http://www.choicesinliving.ar.gov/)

**AR-GetCare**— [www.ARGetCare.org](http://www.ARGetCare.org)  
(Directory of Community-Based Services)

**AR Advocates for Nursing Home Residents**—  
[www.aanhr.org](http://www.aanhr.org); e-mail: [Info@aanhr.org](mailto:Info@aanhr.org)

**AR Long Term Care Ombudsman Program**—  
[www.arombudsman.com](http://www.arombudsman.com)

**Arkansas 2-1-1**— [www.arkansas211.org](http://www.arkansas211.org) (Get Connected. Get Answers)

**Arkansas Aging Initiative** — <http://aging.uams.edu/?id=4605&sid=6>

**Attorney General**— [www.arkansasag.gov](http://www.arkansasag.gov)

**Arkansas Attorney General Consumer Protection Division**—e-mail: [consumer@ag.state.ar.us](mailto:consumer@ag.state.ar.us)

**Area Agencies on Aging**—[www.daas.ar.gov/aaamap.html](http://www.daas.ar.gov/aaamap.html)

**Arkansas Foundation for Medical Care**—[www.afmc.org](http://www.afmc.org)

**Arkansas SMP**—[www.daas.ar.gov/asmp.html](http://www.daas.ar.gov/asmp.html)

**BBB (Better Business Bureau)**— scams and alerts—  
<http://arkansas.bbb.org/bbb-news/>

**CMS (Medicare-Centers for Medicare and Medicaid Services)**  
— [www.cms.hhs.gov](http://www.cms.hhs.gov)

**Do Not Mail**— [www.DMAchoice.org](http://www.DMAchoice.org)

**Elder Care Locator**— [www.eldercare.gov](http://www.eldercare.gov)

**H.E.A.T**— [www.stopmedicarefraud.gov/](http://www.stopmedicarefraud.gov/)  
(Healthcare Fraud Prevention and Enforcement Action Team)

**ICan AT4ALL**— Tools for Life—[www.ar-ican.org](http://www.ar-ican.org)

**MEDICAID**—[www.Medicaid.gov](http://www.Medicaid.gov)

**MEDICARE**— [www.medicare.gov](http://www.medicare.gov)

**Medicare Interactive Counselor**—  
[www.medicareinteractive.org](http://www.medicareinteractive.org)

**Hospital Compare**— [www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

**MyMedicare.gov**— [www.mymedicare.gov](http://www.mymedicare.gov)  
(Access to your personal Medicare claims information)

**MyMedicareMatters.org** (National Council on Aging)

**Office of Long Term Care**— <http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx>

**Office of Inspector General**—e-mail: [HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)

**Pharmaceutical Assistance Program**—  
[medicare.gov/pap/index.asp](http://medicare.gov/pap/index.asp)

**Physician Compare**— [www.medicare.gov/find-a-doctor](http://www.medicare.gov/find-a-doctor)

**SMP Locator**— [SMPResource.org](http://SMPResource.org) (locate an SMP outside of AR)

**Social Security Administration**— [www.ssa.gov/dallas/state\\_ar.html](http://www.ssa.gov/dallas/state_ar.html)

**TAP**— [www.arsinfo.org](http://www.arsinfo.org) (Telecommunications Access Program)

**Tri-County Rural Health Network**—  
[communityconnecting.net/home.html](http://communityconnecting.net/home.html)

**UofA Cooperative Extension Service**—  
[www.uaex.edu](http://www.uaex.edu) (or) [www.arfamilies.org](http://www.arfamilies.org)

**Working Disabled**—[www.workingdisabled-ar.org](http://www.workingdisabled-ar.org)





## OUR MISSION

### TO EMPOWER SENIORS—

**“To empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, error, and abuse through outreach, counseling, and education.”**

### TO PREVENT HEALTH-CARE FRAUD

#### **Protect** Personal Information

- \* Treat Medicare/Medicaid and Social Security numbers like credit card numbers
- \* Remember, Medicare will not call or make personal visits to sell anything!
- \* READ and SAVE Medicare Summary Notices (MSN) and Part D Explanation of benefits (EOB), but **shred** before discarding

#### **Detect** Errors, Fraud, and Abuse

- \* Always review MSN and EOB for mistakes
- \* Compare them to prescription drug receipts and record them in your Personal Health Care Journal
- \* Visit **www.mymedicare.gov** to access your personal account online to look for charges for something you did not get, billing for the same thing more than once, and services that were not ordered by your doctor, etc.

#### **Report** Mistakes or Questions

- \* If you suspect errors, fraud, or abuse, report it immediately! Call your provider or plan first.
- \* If you are not satisfied with their response, call the Arkansas SMP

### TO RECRUIT & TRAIN VOLUNTEERS

- \* Retired seniors
- \* Retired health-care providers
- \* Retired professionals, *e.g.*, teachers, accountants, attorneys, investigators, nurses



## SMP PARTNERS

**El Dorado Connections RSVP**  
El Dorado, AR

**EOA of Washington County RSVP**  
Springdale, AR

**Texarkana RSVP**  
Texarkana, AR

**RSVP of Central Arkansas**  
Little Rock, AR

**Garland County RSVP**  
Hot Springs, AR

**Tri-County Rural Health  
Network, Inc.**  
Helena, AR

**Senior Health Insurance  
Information Program (SHIIP)**  
Little Rock, AR

**UAMS Arkansas Aging Initiative  
CENTERS ON AGING**

**Arkansas Foundation for Medical Care  
(AFMC)**  
Fort Smith, AR

**To receive the Arkansas SMP Newsletter electronically  
email: [kathleen.pursell@arkansas.gov](mailto:kathleen.pursell@arkansas.gov)**

**Current and archived newsletters available at:  
[www.daas.ar.gov/asmpnl.html](http://www.daas.ar.gov/asmpnl.html)**



P. O. Box 1437 Slot S530  
Little Rock, AR 72203-1437  
<http://www.daas.ar.gov/asmp.html>

To Report Fraud, Waste & Abuse  
Call the Toll-Free **Helpline**  
8:00am-4:30pm: **1-866-726-2916**